

ABSTRACT OF THE DISCLOSURE

The present invention discloses a scalable system for enterprise wide client interaction management across a plurality of business units. One aspect of the invention includes an enterprise wide database containing shared client interaction information and client interaction information specific to at least one of the business units, a contact center application capable of accessing the database and causing client interaction information to be displayed, and a support application capable of accessing the database, creating default and configuration for each business unit, and create information restrictions for each business unit. Another aspect of the invention includes restricting the ability to access a first customer information field based on a second customer information field.